



July 1, 2009

The Honorable Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, Room TW-B204
Washington, DC 20554

Dear Secretary Dortch,

In accordance with CG Docket No. 03-123, the State of Maryland Department of Information Technology is submitting the annual consumer complaint log summary review for the 12-month period ending May 31, 2009.

From June 1, 2008, to May 31, 2009, Maryland Relay processed 2,082,915.20 minutes of service and Maryland Captioned Telephone Relay processed 679,755.30 minutes of service.

The total number of Maryland calls, by call type:

Traditional Telecommunication Relay Service (TRS)	639,234
Speech To Speech (STS)	2,902
Captioned Telephone	223,083

The following logs document customer complaints and contacts for the reporting period:

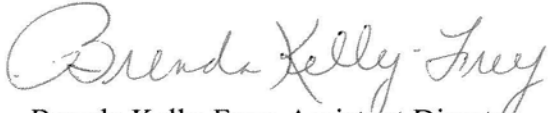
- Attachment 1: Hamilton Relay, recorded TRS complaints
- Attachment 2: Maryland Relay Telecommunication Access of Maryland (TAM), recorded complaints
- Attachment 3: Hamilton Relay, recorded Captioned Telephone complaints

While there were no complaints formally filed with the FCC during this reporting period, Maryland Relay continues to work with the FCC to clarify or resolve issues related to 47 CFR Part 64 as they arise.

Hamilton Relay's contract as the provider of Maryland TRS and Captioned Telephone Service began on June 1, 2007. The contract term is five years and will expire on May 31, 2012.

For questions or comments, please feel free to contact me at (410) 767-5891 or Brenda.Kelly-Frey@doit.state.md.us.

Sincerely,

A handwritten signature in cursive script that reads "Brenda Kelly-Frey".

Brenda Kelly-Frey, Assistant Director
Telecommunications Access of Maryland
Department of Information Technology

cc: Arlene Alexander, Federal Communications Commission
Elliot Schlanger, Secretary, Department of Information Technology
Stacia Cropper, Deputy State CIO, Department of Information Technology

Enclosures (3)

Attachment #1

June 2008-May 2009 Yearly Commission Report

<i>Commendations--Compliments</i>	36
<i>Commendations—Total</i>	36
 <i>Operational Complaints--Accuracy</i>	 1
<i>Operational Complaints--Answer Performance</i>	3
<i>Operational Complaints--Attitude</i>	10
<i>Operational Complaints--Confidentiality</i>	1
<i>Operational Complaints--Delayed-Responses After GA</i>	3
<i>Operational Complaints--Failure to Comply</i>	9
<i>Operational Complaints--In-Call Replacement</i>	1
<i>Operational Complaints--Transparency</i>	1
<i>Operational Complaints--Verbatim</i>	1
<i>Operational Complaints—Total</i>	30
 <i>Other Customer Issues--Application Requests for MAT</i>	 82
<i>Other Customer Issues--Customer Dialed Wrong Number</i>	432
<i>Other Customer Issues--Inquiries / General Information</i>	285
<i>Other Customer Issues--Outreach Requests</i>	10
<i>Other Customer Issues--Profile -- Clarification</i>	22
<i>Other Customer Issues--Profile -- Miscellaneous</i>	10
<i>Other Customer Issues--Profile -- Set Up</i>	55
<i>Other Customer Issues--Profile -- Update / Change</i>	30
<i>Other Customer Issues--Request To Block Any Call From</i>	18
<i>Other Customer Issues--Request To Test Customers' Call</i>	56
<i>Other Customer Issues—Total</i>	1000
 <i>Technical Complaints--Abruptly Disconnected Without Response</i>	 2
<i>Technical Complaints--Billing</i>	27
<i>Technical Complaints--Technical Issues With 7-1-1 problem</i>	15
<i>Technical Complaints--Technical Issues With Equipment</i>	21
<i>Technical Complaints--Technical Issues With VCO</i>	18
<i>Technical Complaints—Total</i>	83
 <i>Total Number of Commendations/Complaints/Issues</i>	 1149
<i>Total Number of Individual Customer Contacts</i>	1047

ATTACHMENT #2 - TAM COMPLAINT SUMMARY 2009													
NUMBER OF CONTACTS													
	JUN '08	JUL '08	AUG '08	SEPT '08	OCT '08	NOV '08	DEC '08	JAN '09	FEB '09	MAR '09	APR '09	MAY '09	TOTAL
	112	133	112	98	70	53	61	63	71	135	54	85	1047
ISSUES/COMPLAINTS/COMMENDATIONS WITHIN CONTACTS													
OPERATIONAL COMPLAINTS	JUN '08	JUL '08	AUG '08	SEPT '08	OCT '08	NOV '08	DEC '08	JAN '09	FEB '09	MAR '09	APR '09	MAY '09	TOTAL
Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0
Accuracy	0	1	0	0	0	0	0	0	0	0	0	0	1
Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	1	0	0	0	0	0	0	0	0	0	0	0	1
Transparency	1	0	0	0	0	0	0	0	0	0	0	0	1
Failure to Provide ID	0	0	0	0	0	0	0	0	0	0	0	0	0
Delayed-Responses after GA	0	0	0	0	0	0	1	0	0	2	0	0	3
Answer Performance	1	1	1	0	0	0	0	0	0	0	0	0	3
In-Call Replacement	0	0	0	1	0	0	0	0	0	0	0	0	1
Failure to Comply	0	2	0	1	2	0	0	0	1	2	1	0	9
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Attitude	1	1	0	4	0	1	0	0	1	0	1	1	10
Confidentiality	1	0	0	0	0	0	0	0	0	0	0	0	1
Total Operational Complaints	5	5	1	6	2	1	1	0	2	4	2	1	30
Technical Complaints	JUN '08	JUL '08	AUG '08	SEPT '08	OCT '08	NOV '08	DEC '08	JAN '09	FEB '09	MAR '09	APR '09	MAY '09	TOTAL
Billing	3	4	5	2	3	1	1	4	3	0	1	0	27
Dead Calls (No response)	0	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issues with Equipment	4	3	1	3	2	0	0	4	1	1	1	1	21
Technical Issues with 7-1-1 problems	3	4	1	1	2	0	1	0	3	0	0	0	15
Technical Issues with VCO	5	4	3	0	1	1	0	0	2	0	0	2	18
Abruptly disconnected without response	0	1	0	0	0	0	0	0	0	0	0	1	2
Message Macros	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Technical Complaints	15	16	10	6	8	2	2	8	9	1	2	4	83
Total Complaints (Operational & Technical)	20	21	11	12	10	3	3	8	11	5	4	5	113
Other Customer Issues	JUN '08	JUL '08	AUG '08	SEPT '08	OCT '08	NOV '08	DEC '08	JAN '09	FEB '09	MAR '09	APR '09	MAY '09	TOTAL
Profile - Clarification	0	1	2	5	0	3	2	1	2	1	2	3	22
Profile - Miscellaneous	1	1	1	0	1	0	1	1	0	0	1	3	10
Profile - Set Up	4	14	7	7	3	3	4	3	1	3	2	4	55
Profile - Update / Change	4	2	1	2	4	2	2	4	2	1	1	5	30
Request to block any call from Relay	3	0	1	2	1	0	2	0	3	2	0	4	18
Outreach Requests	2	1	0	1	0	0	0	3	1	0	0	2	10
Application Requests for MAT	7	11	10	3	4	4	5	2	8	8	8	12	82
Customer Dialed Wrong Number	53	5											

Attachment #3

Maryland 2009 Captioned Telephone Customer Service Summary

Via Maryland Relay Customer Service Dept.

<i>Captel Complaints--Accuracy</i>	<i>2</i>
<i>Captel Complaints--Miscellaneous</i>	<i>1</i>
<i>Captel Inquiry--Miscellaneous</i>	<i>32</i>
<i>Captel--Compliments</i>	<i>7</i>
<i>Captel--Other</i>	<i>32</i>
<i>Total Number of Calls</i>	<i>74</i>

Via Captioned Telephone, Inc. (CTI) Customer Care Center

<i>Account Login Failure</i>	<i>1</i>
<i>Billing - General</i>	<i>1</i>
<i>Consumer education – general</i>	<i>51</i>
<i>Dialing/Setup - Call Waiting</i>	<i>2</i>
<i>Dialing/Setup - Dialing Prefix</i>	<i>4</i>
<i>Disconnect/Reconnect during calls</i>	<i>3</i>
<i>Information</i>	<i>3</i>
<i>Dialing Issue - Can't dial out in caption mode</i>	<i>3</i>
<i>Set up – General</i>	<i>69</i>
<i>Technical – General</i>	<i>6</i>
<i>Total Number of Calls Via CTI Customer Care Center</i>	<i>140</i>

<i>Grand Total Number of Calls</i>	<i>214</i>
---	-------------------